

## CONTENT AREA

### Payroll Deductions for Benefits

## ISSUE/QUESTION

What is the process for reporting employees whose pay stubs do not reflect the correct benefit deductions?

## ANSWER

Employees may experience one of two problems associated with their benefit deductions: (1) no deductions may have been taken or (2) the wrong amount was taken.

In either situation, when a benefits liaison becomes aware of a benefit deductions problem, the liaison should immediately send an e-mail to [beneissues@ad.state.az.us](mailto:beneissues@ad.state.az.us). The e-mail should include the employee's name, the last four digits of the employee's social security number and a brief description of the problem. Sample problem descriptions include: no deductions were taken; the CIGNA deduction reflects single coverage and the employee elected family coverage.

Once you have notified the ADOA Benefits Office, communicate to the employee that the missed payments will be deducted from subsequent paycheck(s).

The ADOA Benefits Office will research the situation and ensure that the missed deductions are taken from subsequent paycheck(s).

## AUTHORITY

ADOA Benefits Office

## ISSUED

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